

MacOS CAG Connection (OS X)

This document was written to support CAG Access as written in [VISN 23 Informatics tech article 1114](#). That article references other resources, we are trying to replace this document with something that will be official and maintained.

These directions were tested on macOS Mojave (all updates as of 3/26/2020), Safari browser and [Identiv SCR 3310 reader](#). We believe they also work on macOS Catalina.

Revised: 3/26/2020

URL: https://vaww.fre.cdw.va.gov/sites/D03_VISN23/HI/Shared Documents/macOSCAG.docx

Author: John Faughnan MD, MS

Other Guides to macOS CAG Connectivity

- The CAG access section of the [MPLS Guide to Veteran Care by Home-based Provider](#) may replace this document.
- The [VA Remote Access Information page](#) is currently the best OIT reference information on CAG setup. It's not obvious but if you follow the CAG links there's an article on macOS support.

See "[Care of remote veterans by home-based providers](#)" for general discussion of care of non-VA based veteran by home-based provider.

Install Citrix Workspace, Browser recommendations

macOS Mojave and Catalina users should download and install the latest version of Citrix Workspace **directly from Citrix** (not from VA):

<https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>.

OIT recommends Chrome browser over Safari, this testing was done with Safari. There may be Citrix plug-ins for Chrome that may facilitate connectivity but they were not used here.

macOS CAG with PIV card

PIV Setup

PIV setup on macOS Mojave works well. After PIV setup macOS Mojave will treat an inserted PIV card as an alternative to the macOS password.

Not all PIV readers work. We believe [Identiv SCR 3310 reader](#), [Identiv SCR3500 \(\\$14 Amazon\)](#) and [Identiv SCR3500C](#) work. On some laptops a USB extension cable may help if PIV reader insertion is blocked by the power cable.

The following describes steps tested with macOS Mojave using a non-admin account. Many users run as admin so they will use their routine username and password.

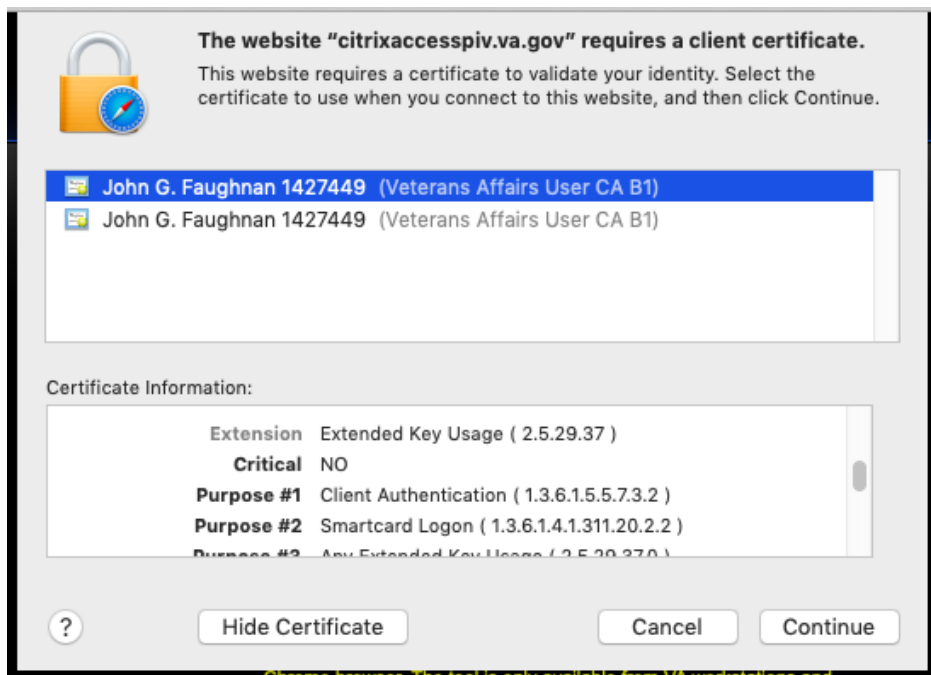
- Insert reader and card
- "Connect Smart Card to User Account?": Yes, enter admin credentials
- "Enter PIN": enter PIV PIN
- Keychain password: Enter my account password

CAG access with PIV

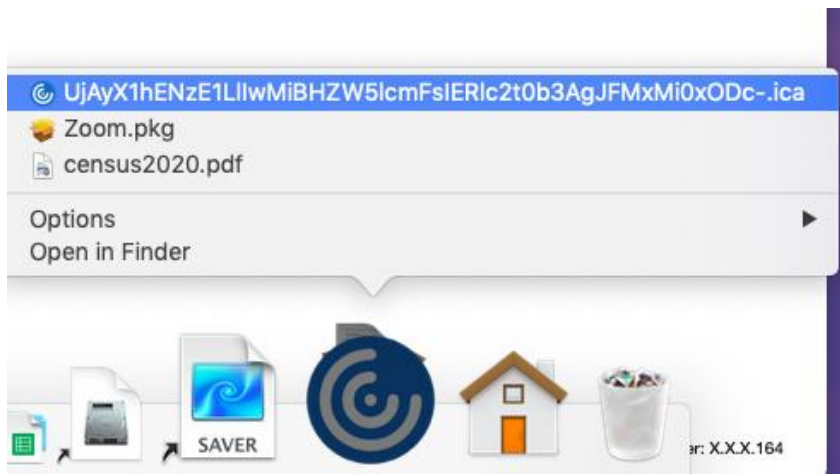
With PIV Card inserted launch macOS Safari with address <https://citrixaccesspiv.va.gov> (**must type prefix**).

There can be problems with credentials. If you receive a 404 message clear the browser history including cookies. I had to go to [Safari:Preferences:Privacy:Manage Website data] and remove a .mil profile (possibly years old).

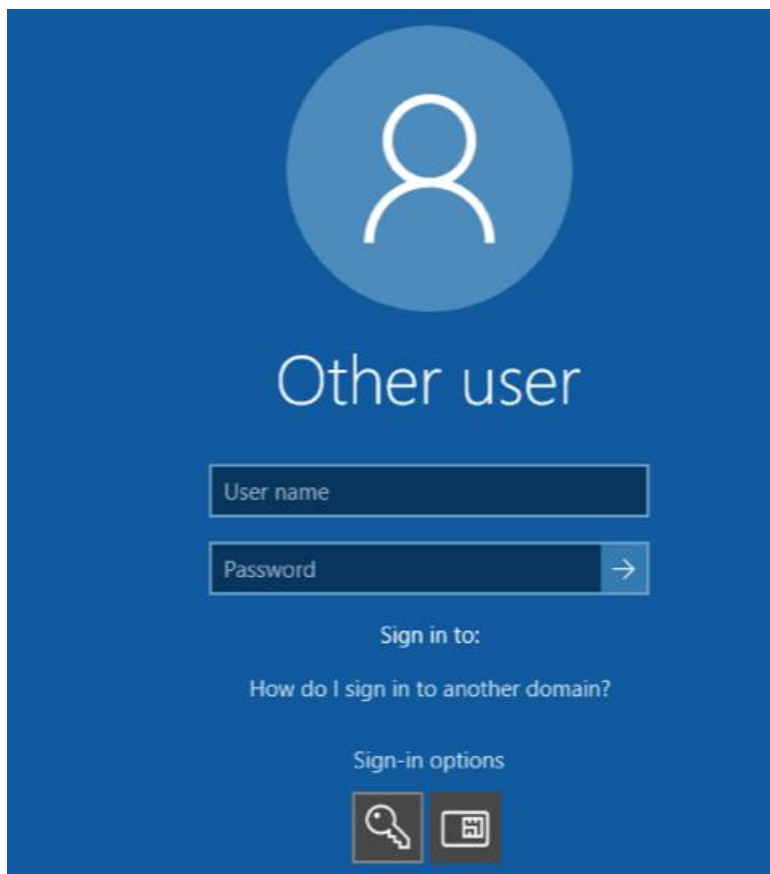
If the initial connection is successful you may be asked to choose a certificate. My PIV card has two certificates. Scrolling through the certificate information I found the correct one had "Purpose #1 Client Authentication" listed. I selected this and entered my PIV Card PIN. (I may have been asked to repeat entry even though I saw the list of machines to select from.



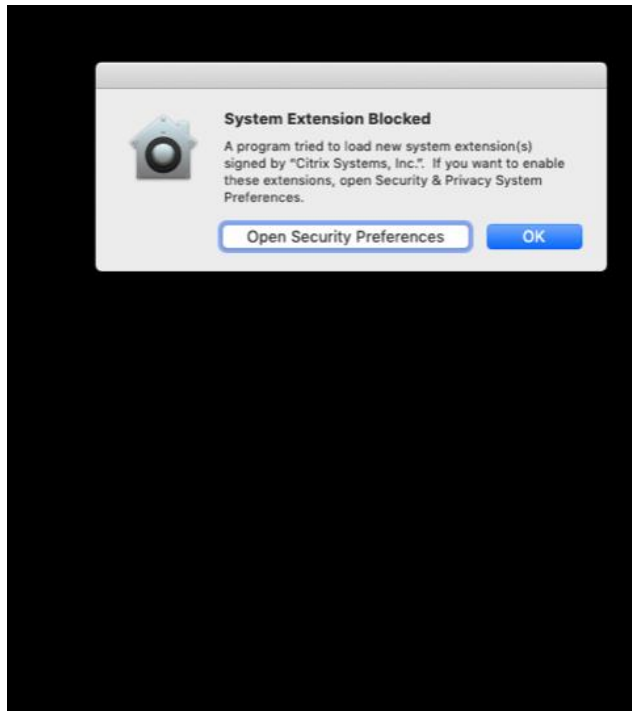
For VISN 23 we select the virtual machine labeled R02 generic. Double click. Rather than launching Workspace macOS downloads an '.ica' file to the macOS Downloads folder. You must double click that file to launch Citrix Workspace.



When the VM launches I saw the "Other user" screen. I chose alternative Sign in options then smartcard. Then sign in with PIV PIN.



During this process macOS showed a "System Extension Blocked" message. You can enable the system extension in Security Preferences. For this test I did not enable it. I could not find any documentation of what it does beyond enable additional Citrix features.



From the Gold Star folder launch CPRS.

R02 General Desktop

Vista CPRS in use by: Faughnan, John G (vista.minneapolis.med.va.gov)

File Edit View Tools Help

ZZTEST,ONE (OUTPATIENT) 000-00-8721 Jul 05,1964 (55)	Visit Not Selected Provider: FAUGHNAN,JOHN G	No PACT assigned at any VA location /
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Active Problems Diabetes Mellitus (SCT 73211009) Hypertension (SCT 38341003) Gastroesophageal Reflux Disease Without Esophagitis (SCT 266435005) Anxiety (MST) (sct 48634002) ESRD - End Stage Renal Disease (SCT 46177005) Dependence On Dialysis Due To End Stage Renal Disease (SCT 429075005)	Allergies / Adverse Reactions Penicillin Acetaminophen [Tylenol] Sulfis Drugs Lithium Ibuprofen [Motrin]	Postings Allergies Life-Sustaining Treatm Research Participant Goals & Preferences T Goals & Preferences T
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Active Medications Non-Va Aspirin 81mg Ec Tab Active Non-Va Insulin Glargine Inj Active	Clinical Reminders MOVE! Screen DUE NOW *****Providers***** DUE NOW Cervical Cancer Screening (MPLS) DUE NOW Diagnostic Colonoscopy DUE NOW *****Provider & Nursing***** DUE NOW HIV Screening DUE NOW Mammogram Screening DUE NOW
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Recent Lab Results No Orders Found.	Vitals T 97.8 F Jan 02,2018 14:24(36.6 C) P 87 Jan 02,2018 14:24 R 20 Jan 02,2018 14:24 BP 110/70 Jan 02,2018 14:24	Appointme Mar 11,20 Mar 06,20 Mar 03,20
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macOS CAG with PIV exemption

If a provider has a PIV exemption they may be able to do a CAG connection using MobilePass. As of 3/24/2020 my MobilePass credentials are not working. See the alternate references above for advice.

Troubleshooting

Misconfiguration of a CAG server may result in the error message: "Workspace error "The remote SSL peer sent a handshake failure alert". This is Citrix issue [CTX262778](#). As of 3/24/2020 OIT was able to fix this.